



Quality Policy

We are committed to consistently deliver defect free services on time, to meet our client's requirements and exceed their expectations.

We demonstrate our commitment by implementing a robust Quality Management System to align with and in accordance with international standard ISO 9001:2015.

We maintain systems, procedures, and processes to ensure that:

Awareness - The systems remain effective by undertaking awareness and skills training, inductions and regular management reviews and audits.

Responsibilities - The requirements for quality, service and performance are established by clear communication to all stakeholders, including all employees, suppliers, subcontractors, and clients.

Appraisals - Our company regularly reviews the needs and expectations of our employees and clients and initiates continuous improvement initiatives to meet and exceed expectations.

Top Management is committed to:

- Satisfying applicable requirements by ensuring that customer, statutory and regulatory requirements are determined, understood, and consistently met.
- Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

Top Management shall:

- Ensure by regular and frequent management reviews that our quality and business objectives are met through the development of our employee's capabilities, the continual improvement of our methods and practices and the effectiveness of the quality management system in application.
- Ensure the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review processes, in order to enhance customer satisfaction.
- Communicate the importance of effective quality management and of conforming to the QMS requirements.
- Ensure that the Quality Policy is monitored continually by the management team through internal & external auditing of both ours and our supplier's processes to confirm its effectiveness under the requirements of ISO 9001:2015.

This policy will be communicated to all employees and organisations working for or on our behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.

This policy will be reviewed annually by top management and where deemed necessary will be amended and re-issued. Previous This policy is available to relevant interested parties, upon reasonable request.